

Customer Phone and Text Log - Load Shed Event - December 2022 - Lawrence Wilson

Date	Time	Calls	Texts	Emails	Other Noteworthy Comments
12/24/22	6:03				Received call from Daniel Stephens - DEC ECC - Kings Mountain Energy Center not able to meet their obligations - we have to do something.
12/24/22	9:08	Called Chris Walton - NCEMC - touch base			
12/24/22	9:18		Received text from Kathy Moyer - ElectriCities - asking about the load shed event - saw it in the news -will there be impacts to them? Will this be issue tonight or tomorrow? Said they were about to send out some communications to their Members.		
12/24/22	9:24	Received call from Chris Ware - CEPCL - asking about the load shed event			
12/24/22	9:31	Called Kathy Moyer and gave brief update. She asked me to work with Jason Thigpen for their needs. He is on call for the weekend.			
12/24/22	10:00				Tailgate call held - learned more about the situation
12/24/22	11:37	Called Jason Thigpen - ElectriCities - and gave update from Tailgate call. He knew of no load shed impacts from their Members.			
12/24/22	11:47		Received text from Kathy Moyer asking for any updates. Said thanks for working with Jason. Just checking to see if anything noteworthy to report.		
12/24/22	12:25	Called Chris Ware for update from Tailgate call. Left voice mail message.			
12/24/22	12:27	Called Chris Walton and gave update following Tailgate call.			
12/24/22	12:52	Missed call from John Lemire - NCEMC - asked me to call him back.			
12/24/22	12:53		Text from John Lemire to call him		
12/24/22	13:03	Called John Lemire - said they were getting the information they needed from the ECCs in each jurisdiction such that I would not need to keep them updated. He said they "ran resources" for us in DEC but were not asked to do so in DEP.			
12/24/22	13:14	Called Chris Ware and provided update from morning Tailgate call.			
12/24/22	14:00				Tailgate call held - shared customer view that they wanted to get advance notice of any load sheds expected for the next two days. Also shared that Haywood EMC had a distribution delivery out since last night - asked if we could get some priority to restore this one. Field put this delivery at the top of the list to restore.
12/24/22	14:29		Text from John Lemire wanting any updates. Said they were getting ready to send out some communications to their Members.		
12/24/22	14:29		Texted John Lemire to say nothing to report other than might have to shed load on 12/25 or 12/26 - but we don't expect to.		
12/24/22	16:32		Texted Chris Ware - asked him to call me if he needed any additional updates.		
12/24/22	16:34		Text from Lee Ragsdale - NCEMC - asked if we were still in EEA2. I responded that DEC was now EEA1 and DEP would be EEA 1 at 16:40.		
12/24/22	17:08	Received call from Chris Ware wanting any updates I could provide. He wants us to let him know if our EEA status changes. He had gotten our status off a website - would like to get it directly from Duke.			
12/24/22	18:10		Texted Jason Thigpen - told him plans were being developed for load sheds if needed 12/25 or 12/26 and that I would let him know if it appeared they would be impacted.		

Date	Time	Calls	Texts	Emails	Other Noteworthy Comments
12/24/22	20:53		Texted Chris Ware - told him we had reviewed the plans for any load sheds for 12/25 or 12/26 and there would be no impacts to their deliveries.		
12/24/22	22:59		Texted Chris Ware - told him Ray Catoe had validated my review that there would be no impacts to their deliveries.		
12/25/22	7:47		Texted Chris Ware - told him we were currently in EEA1 and would let him know if I heard otherwise.		
12/25/22	8:12		Texted Jason Thigpen - reported EEA1 in both jurisdictions. He responded with OK.		
12/25/22	8:29		Texted Jason Thigpen - told him capacity will be tight tomorrow but we think we have the load covered.		
12/25/22	9:00		Texted Chris Ware - told him we had a Tailgate call this afternoon to discuss tomorrow AM. Said the AM capacity was going to be right and I would keep him updated.		
12/25/22	14:00				Tailgate call held. Provided ECCs with contact information for Chris Ware and Jason Thigpen so EEA status changes could be reported directly to them.
12/25/22	19:20		Text from John Lemire - wanted me to call him regarding plans for the morning of 12/26.		
12/25/22	19:34	Received call from John Lemire - was concerned about any load shed plans for the next morning. I confirmed with him that our review of the load shed plans, if needed, did not show any impacts to their deliveries.			
12/25/22	20:01	Call with John Lemire got cut off. Called him back to complete the discussion.			
12/25/22	20:14				Sent text to Kendal Bowman to let her know I had talked to NCEMC and confirmed our load shed plans, if needed, for 12/26 would not impact NCEMC deliveries. There had been some questions about this in her discussions with Amadou Fall at NCEMC.
12/25/22	20:23		Texted Chris Ware - told him morning capacity will be tight but we think we have load covered. Could get into load shed, but if we do, plans don't include CEPCI deliveries.		
12/26/22	10:54		Text from John Lemire - said he needed a list of the deliveries impacted by the load shed event because they have a report they have to send to the NCUC. I asked him when he needed this list. He said they were sending an initial report to the NCUC tomorrow as required. Will call it preliminary and provide an update if needed.		
12/26/22	11:24			Received email from John Lemire following up on request for deliveries impacted by the load shed event.	
12/26/22	11:27			Sent email to John Lemire saying we were working on his request.	
12/27/22	14:27		Texted John Lemire and said we would soon be sending the list of deliveries impacted by the load shed event.		
12/27/22	15:54			Sent email to John Lemire with the list of deliveries DEC and DEP impacted during the load shed event.	
12/27/22	15:57			Received email from John Lemire thanking me for pulling this together.	

Customer Phone and Text Log - Load Shed Event - December 2022 - Brian Harvey

Date	Time	Calls	Texts	Emails	Other Noteworthy Comments
12/24/2022	10:24	Charlie Bauschard from New Bern called and asked that we consider all our retail customers before requesting an offload from the City.			
12/27/2022	9:14	Rodney Scruggs from BEMC called to ask about rolling-blackouts he saw on the News. I stated the cause was Duke was not able to generate enough MW to meet the amount loading on the system. I asked him if BEMC had any issues with their loading. He mentioned Prospect 2 station hit a new peak at Grissetown Substation. He was concerned that the line relay SEL311C would trip on an overcurrent element and drop half of their load during the load shedding event. He said it was fine, but is planning to check the 51 settings then coordinate with Duke relays before entering in SEL311C relay.			

Customer Phone and Text Log - Load Shed Event - December 2022 - Victor Sheets

Date	Time (approx)	Calls	Texts	Emails	Other Noteworthy Comments
12/24/2022	9:00	Call from Scott Chunn (City of Concord) asking if the rolling blackouts will affect wholesale customers, informed him that there was a possibility that Concord would be affected.			
12/24/2022	9:15	Spoke to Alan Merck (Blue Ridge EMC) concerning plan for rolling blackouts.			
12/24/2022	10:00	Spoke with Josh Deaver (Haywood EMC) concerning Cashiers delivery being out. He wanted to know if this was part of the rolling blackouts.			
12/24/2022	10:30		Scott Chunn sent text confirming that Carolina Power Partners (CPP) was not generating.		
12/24/2022	10:40	Called Josh Deaver to let him know that Cashiers delivery was out due to a failure, not part of the rolling blackouts.			
12/24/2022	11:00	Spoke with Brad Bridges (Rutherford EMC) about the possibility of their being part of rolling blackouts.			
12/24/2022	14:00	Spoke with Josh Deaver concerning Cashiers continuing to be without power and informed him that repairs were made but could not bring all of the load back on at that time.			
12/25/2022	9:00	Made contact with Josh Deaver concerning Cashiers load and let him know that things were improving and we should be able to carry all load needed.			

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Customer Phone and Text Log - Load Shed Event - December 2022 - Sam Stephenson

Date	Time	Calls	Texts	Emails	Other Noteworthy Comments
12/24/2022	7:02	Call from Will Pittman. Otway and Harkers Island 34 kV PODs are out of service. (They are served from the Marshallburg 34 kV Feeder out of North River 115 kV Substation.) Will says that the DCC is saying something about manual rolling outages.			
12/24/2022	7:33	Called Will Pittman after confirming at DEP DCC has initiated manual rolling outages on the Marshallburg 34 kV Feeder.			
12/24/2022	7:42	Received call from Tony Eason. Tony says he has been asked to manually reduce his DEC distribution load. Tony asked if he could transfer the load to his DEP Burnsville 230 kV POD.			
12/24/2022	7:47	After discussing with DEP ECC, I called Tony back to inform Tony that the DEP ECC requests that Pee Dee EMC not transfer DEC distribution load to DEP transmission.			
12/24/2022	8:04				DEP ECC called to inform me that they have manually curtailed the Cape Fear – Jonesboro 230 kV Feeder, affecting Central EMC Jonesboro 24 kV POD. DEP ECC has also manually curtailed the Randolph EMC Liberty 115 kV Feeder, affecting Randolph EMC Liberty 115 kV POD.
12/24/2022	8:06	Left voice mail for Nathan Stephens, informing him that the DEP ECC has curtailed the Jonesboro 230 kV Feeder, interrupting the Central EMC Jonesboro 24 kV POD.			
12/24/2022	8:07	Informed Aubin Reynolds that the DEP ECC has manually curtailed the Randolph EMC Liberty 115 kV Feeder, affecting Randolph EMC Liberty 115 kV POD.			
12/24/2022	8:14	Dennis Mabe called to ask if we could give him prior notice of manual outages. Dennis also asked if we expected to repeat manual outages the next day. I told him that I would pass on the request to receive notices. I told him that I did not know if additional manual outages would be required the next day.			
12/24/2022	8:17				DEP ECC called to inform me that the Cape Fear – Jonesboro 230 kV Feeder and the Randolph EMC Liberty 115 kV Feeder have been restored.
12/24/2022	8:21	I called Dennis Mabe to inform him that the Randolph EMC Liberty 115 kV Feeder has been restored.			
12/24/2022	8:27	Eddie Oldham called to ask if he could receive prior notice of future outages. He also asked if additional outages would be needed. He also asked that Terry Collins be notified in the future.			
12/24/2022	9:08	Called Will Pitman to inform him that the restoration of the Marshallburg 34 kV Feeder was going slower than expected due to cold load pickup.			
12/24/2022	10:11	Allen Turnage of the Town of Clayton called to ask if Duke expected more outages and requested advance notice if outages were needed.			
12/24/2022	10:43	Nathan Stephens called to receive an update.			
12/24/2022	14:00				Afternoon Tailgate Call
12/24/2022	14:59	Denis Mabe called to receive any updates.			

Customer Phone and Text Log - Load Shed Event - December 2022 - Ray Catoe

Date	Time	Calls	Texts	Emails	Other Noteworthy Comments
12/24/2022	8:30		Text from Lawrence Wilson on rotating load shed within DEC and tailgate call starting at 10:00 am		
12/24/2022	10:00				Tailgate call held - learned more about the situation
12/24/2022	11:24	Received call from Steven McCachern of EnergyUnited asking about load reduction outage for EU Delivery #33 Strokesdale - wanting to get update on restoration.			
12/24/2022	11:58	Received second call from Steven McCachern of EnergyUnited asking if there was anyway that DEC could expedite restoring EU Delivery #33 Strokesdale.			
12/24/2022	12:42	Called Steve McCachern of EnergyUnited to inform him that Delivery #33 Strokesdale should be restored shortly. Steven informed me that Delivery #33 came back online a few minutes earlier around 12:30 pm.			
12/24/2022	14:00				Tailgate Call to Discuss/Prepare for December 25, 2022
12/24/2022	16:19			Received email from David Gross of Union P C asking if DEC would be implementing load shedding on December 25, 2022	
12/24/2022	16:22			Replied back to David Gross of Union P C informing him that I was checking on his email question and would get to him shortly. Asked David if Union had experienced any load shed events?	
12/24/2022	16:28			Received email from David Gross of Union P C and he informed me "Yes. Duke shed our DP18 this morning. Then, NCEMC requested a 5% reduction and we started rotating distribution circuits on other DPs."	
12/24/2022	16:31			Sent email to David Gross asking him to call me	
12/24/2022	16:38	Received phone call from David Gross of Union P C. Informed David that things looked tight but DEC should be able to handle the load on December 25, 2022 without needing any load shedding reductions.			
12/25/2022	14:00				Tailgate Call to Discuss/Prepare for December 26, 2022

Customer Phone and Text Log - Load Shed Event - December 2022 - Harold James

Date	Time	Calls	Texts	Emails	Other Noteworthy Comments
12/25/2022	7:40		Text from Chris Wolfe - CEPCI - asking if DEC was in EEA1 or EEA2. Responded that both CAR jurisdictions were in EEA1.		
12/26/2022	8:26		Text from Chris Wolfe asking if DEC was in EEA1 or EEA2. Responded that DEC is in EEA0 and we appeared to be good the remainder of the week. She also said they were running diesels and asked if they could retire them. Responded yes.		

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Customer Phone and Text Log - Load Shed Event - December 2022 - Jennifer Ellis

Date	Time	Calls	Texts	Emails	Other Noteworthy Comments
12/24/2022	9:00	Received call from Chris Wolfe - CEPCI - asking what EEA status we were in and asking if they were going to be part of rolling blackouts. Told her would work to get info. Said there would be internal call later and might learn more then.			
12/24/2022	10:36		Received text from Chris Wolfe asking if we had the call yet - reported back that call was underway right now.		
12/24/2022	15:46		Texted Chris Wolfe to say Harold was going to call her since he had more info and was not a marketing employee.		
12/24/2022	16:15		Texted Chris Wolfe to say we were at EEA1/		

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Customer Phone and Text Log - Load Shed Event - December 2022 - Michele Delyon

Date	Time	Calls	Texts	Emails	Other Noteworthy Comments
12/24/2022	9:17		Received a text from Kathy Moyer at ElectriCities asking if the rolling blackouts reported on the news would impact wholesale customers. Did not have info to share. Received another text short time later indicating she had talked to Lawrence Wilson for info. Said they were going to draft a communication to their Members once they know more.		
12/24/2022	11:37	Participated in a 3-way call with Jason Thigpen and Lawrence Wilson to alert Jason to the potential for load sheds the mornings of 12/25 and 12/26.			

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Customer Phone and Text Log - Load Shed Event - December 2022 - Blain Atkins

Date	Time	Calls	Texts	Emails	Other Noteworthy Comments
12/24/2022	12:33	Received a call from Alan Merck from Blue Ridge Energy asking about firm load curtailment notification protocols.			

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Customer Phone and Text Log - Load Shed Event - December 2022 - Richard Knight

Date	Time	Calls	Texts	Emails	Other Noteworthy Comments
12/20/2022	Various	Communicated with Lockhart, Central, French Broad, and Municipal Customers about weekend weather forecast and availability of customer generation.			
12/21/2022		Updated previous communications.			
12/21/2022		Updated previous communications.			
12/22/2022		Updated previous communications.			
12/23/2022				Updated previous communications and confirmed high load probability and reinforced need for readiness of customer generation.	
12/24/2022	6:00 - 8:00	Received call(s) from Central about EEA event (Central has been informed by Santee Cooper). I was unable to confirm EEA level due to lack of information on Portal and other internal methods.			
12/24/2022	8:05	Received call from Nathan Brown (Laurens EC) about potential interruptions - Unable to confirm EEA level or DEC plan.			
12/24/2022	Various	Communicated with customers about their status and responses of customer generation.			
12/24/2022	11:00 - 13:00	Coordinated customer generation run times for 12/25 and 12/26 with Lockhart, Central, French Broad, and Munis.			
12/25/2022	11:00 - 13:00	Coordinated actual generation run times and future generation run times for 12/26 with Lockhart, Central, French Broad, and Munis.			
12/26/2022	11:00 - 13:00	Coordinated actual generation run times with Lockhart, Central, French Broad, and Munis.			

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